

LHRA FAQs (Frequently Asked Questions)



We've compiled a list of frequently asked questions to help our members better understand the workings of the pools and the LHRA.

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ALPS COMPETITIONS

What does ALPS stand for?

ALPS is the Association of Lakeshore Pools.

How many pools form ALPS?

ALPS is comprised of 22 outdoor community pools, primarily in the West Island of Montreal. These pools are divided into three divisions: A, B, and C.

What division is Viking pool in?

For the 2017 season, Viking Pool is in Division B.

What is the ALPS website address?

The new ALPS website is www.alpsaquatics.ca. It was formerly known as "jump to alps".

CANTEEN/BBQ

Can we bring our food to barbecue?

Yes. Barbecues are made available to our members on Sunday evenings at Viking Pool and Friday evenings at Sunnyside Pool. Please coordinate the use of the barbecue and propane tank with the staff on hand.

Do I have to fill up the propane tank after I use a barbecue at the pool?

No. The propane tanks are maintained by the Pools Maintenance Committee. Please be respectful of the pool's equipment and advise if there is an issue with a barbecue.

Will the pool have the Canteen Bucks available this season?

We are proud to offer members the flexibility of having an account at the Canteen to help ease the burden of carrying cash at the pool. For more information, ask at the Canteen.

COMMUNICATIONS

Why didn't I receive a newsletter?

You may not have received a newsletter for one of the following reasons: a) an error occurred within the distribution list compiled by the Communications Committee; b) the Communications Chairperson, who is a non-paid volunteer

member, may not have had the opportunity to send out a newsletter; c) you have not subscribed to receive the newsletter; or d) the newsletter may automatically be sent to your “Junk Mail” folder.

How often do you send out newsletters?

During the summer season, newsletters are sent out on a weekly basis. Before and after the season, they are sent out as needed.

How do I start receiving newsletters?

Send your family name and email address to admin@piscinevikingpool.ca.

How do I change my email address to continue receiving newsletters?

Send your family name and email address to admin@piscinevikingpool.ca.

How do I stop receiving newsletters?

Send your family name and email address to unsubscribe@piscinevikingpool.ca.

DAILY SCHEDULE

NOTE: The Daily Pool Schedules are subject to change without notice.

What time is Adult Swim?

POOL	WEEKDAYS	WEEKENDS
Viking	1:00 – 2:00	12:00 – 1:00 / 5:00 – 6:00
Sunnyside	12:00 – 1:30 / 5:00 – 5:30	12:00 – 1:00 / 5:00 – 5:30

What time is Moms & Tots at?

POOL	WEEKDAYS	WEEKENDS
Viking	11:00 – 11:30	n/a
Sunnyside	10:30 – 11:00	n/a

What are the hours for the kiddie pool?

POOL	WEEKDAYS	WEEKENDS
Viking	8:30 – 1:00 / 2:00 – 7:00	1:00 – 5:00
Sunnyside	8:30 – 11:30 / 1:30 – 5:00	1:00 – 5:00

Why has Free Swim at the same time as Adult Swim been changed at Sunnyside Pool?

The Committee and Staff plan all aspects of the pool in order to maximize the enjoyment for our members. It was agreed that this time (5:00 – 5:30) would be reserved for our adult members only. The Staff received many complaints in regards to that time slot. After careful consideration it was decided that there were already many opportunities provided for our younger members throughout the day (and evening) and the decision was taken to offer our older members a time of their own where they may swim peacefully.

Why has the evening Adult Swim time been changed at Sunnyside Pool?

Based on feedback from our Adult Swim and Free Swim users, it was decided by the Committee and Staff that this time would be changed from 5:00-6:00 to 5:00-5:30 so that both the adults could benefit as well as the families coming home from work with young children wanting to swim before supper.

EVENTS

Where can I find the pool's activity calendar?

All our events are added to our Google calendar on the [Calendar](#) page of our website. Also, we try to maintain an updated calendar posted at each of the pools. You can subscribe to our Google calendar by clicking [here](#) and following the instructions provided.

Who organizes all the different events at the pool like pizza lunches, the Family Party, Chez Viking, etc.?

The different events that take place at Viking and Sunnyside are organized either by volunteers or Staff. Here is a quick breakdown of who is usually in charge of what:

- **BBQs:** Organized by volunteer members, as part of the BBQ Crew, in association with the LHRA Executive Committee.
- **Pizza lunches:** Organized by volunteer members or the teams, in order to raise funds for specific purposes, as the case may be.
- **Pancake breakfasts:** Organized by the Canteen Committee on a regular basis. Other Committees or volunteer members coordinate breakfasts on occasion, as the case may be (Canada Day Breakfast).
- **Family Party:** Organized by volunteer members, as part of the Special Events Team, in association with the Executive Committee.
- **Chez Viking:** Organized by the Leaders with the help of the Staff running the Leader program.
- **Adult Party:** Organized by the Staff.
- **Fun Days:** Organized by the Staff.
- **ALPS competitive events:** Organized by volunteer members, as part of the Special Events Team, in association with the Competitive Events Committee and Staff.

FINANCE

How do I qualify for the Children's Federal Fitness Tax Credit?

- The children's fitness tax credit allows parents to claim a 15% refundable tax credit on fees up to \$500 per child paid in the year to register a child in a prescribed program of eligible activities. This can give you a credit of up to \$75 per child. **Please note that the Federal Government reduced the amount from \$1,000 in 2015 to \$500 in 2016. The tax credit will be eliminated for the 2017 taxation year.**
- In order to qualify for the credit children are required to actively participate in ongoing programs of **at least eight consecutive weeks**. This includes all of our lessons and competitive teams. The coaches are responsible for providing the names of those who participated so it is important to attend the activity regularly and to retain the name of the instructor and the activity (level) in case of follow-up.
- The child must have been under 16 years of age at the beginning of the year in which the eligible expenses were paid.
- The City of Pointe-Claire stipulates each year how much of the membership fee is attributable to each child and has also determined that a **maximum of three children per family** membership qualify. In 2015 the amount of membership fees designated per child was \$85.00. The amount for 2016 has not yet been determined.
- Tax receipts are sent electronically by our Treasurer in January to those families whose children **were enrolled and participated in the programs as compiled by the guards**. The e-mail address on file with membership is used for this, so it is important that this information be provided at registration and kept up to date.

Where does the money that we spend at the Canteen go?

All income collected throughout the season is put into the LHRA's accounts in order to pay for the season's expenses. The income from the Canteen is included.

What happens if my cheque bounces?

NSF cheques that are returned must be replaced and a \$15 service charge will be added to the balance payable.

GENERAL

My kids aren't noisy, why can't they swim with me during adult swim?

Adult swim provides a specific time when all those under the age of 18 are asked to vacate the pool and allow the older members a break from the hustle and bustle of having the children in the water. This time is also used to provide the lifeguards with a break from watching the children in the water.

Although some members aren't noisy, it is important for everyone to feel that the rules apply to the entire membership and not just a select few. It is important to be fair.

In past years we have made changes to the adult swim schedule and separation in the pool in order to accommodate the majority, and allow for the maximum amount of enjoyment to our membership. For example, allowances were

made at Viking Pool in the form of an area where it is still permissible to swim during Adult Swim (shallow end near the steps). We feel that it necessary to listen to our members and adapt our rules as needed, and if we can.

Can we have a birthday party for our child at the pool?

Birthday parties are welcome at the pools. To accommodate this type of request, we created a guide to help members organize their birthday party at either Viking or Sunnyside pools.

PRIOR TO THE DATE:

1. Choose a date (refer to the Events Calendar to make sure that there are no other pool events planned).
2. Decide on which pool the party will take place (refer to the Events Calendar).
3. Decide on a time for the party.

IMPORTANT: The party can **only take place during FREE SWIM** on weekends or weekdays (refer to the Daily Schedule).

4. Inform the pool managers of the date, time and number of guests attending.
5. Any entertainment provided for the party is at the organizing member's discretion.

DAY OF THE PARTY:

1. If party guests are not members of Viking Pool, they will pay Guest Rates (payable at the gate).
 - a. Resident – Child: \$3
 - b. Resident – Adult: \$5
 - c. Non-Resident – Child: \$1
 - d. Non-Resident – Adult: \$2
2. All items required for the party are the organizing member's responsibility. (i.e. food, coolers, etc.)
3. All guests of the party are required to respect the pool rules.
4. The pool and deck must be left clean once the party is finished.

Why do we allow daycares to access the pools?

The LHRA welcomes daycares to our pools for the following reasons:

1. They are part of the community and we are a community pool;
2. The LHRA is a non-profit organization that funds itself as much as possible, and the revenue we get from the daycares is needed; and
3. The daycares pay fee-for-use to access our pools.

Can I bring a friend to the pool?

Yes you can bring a friend to the pool as long as he/she pays the guest fee at the Gate. There are a maximum of three visits that a guest can make to our pool however.

If the guest is a member at another Pointe-Claire outdoor pool, he/she can use their guest pass card to access our pool. There are a maximum of nine of visits per card/membership. For more information, contact the Membership Chairperson at membership@piscinevikingpool.ca.

Why is the water so cold?

The temperature and quality of the water in public basins is very carefully regulated. When the temperature of the pool water is increased, the effectiveness of the chemicals which are added is reduced, thus leaving our patrons susceptible to ear, eye and throat infections as well as skin irritations. The City of Pointe-Claire's Outdoor Pool Superintendent will make all adjustments to our heating system and the chemical levels to ensure that the delicate balance between comfort and safety is maintained. Equally important to consider is that our pools serve people of all different ages for many different purposes. With the City's help, we will strive to keep the water temperature consistent and enjoyable regardless of your aquatic activity.

MEMBERSHIP

I am going on vacation, why can't I join for just half of the summer?

Membership rates are set by the City of Pointe-Claire for all outdoor pools. There are no "half-summer" rates.

If I join a few weeks into the season, why can't my membership be pro-rated?

Membership rates are set by the City of Pointe-Claire for all outdoor pools. There are no "pro-rated" rates.

Why did we switch from photos to badges?

The badge system was reintroduced because it is much easier to manage from a logistical point of view since we do not need to make and maintain binder with all members' photos and information. Also, it removes the burden on members to provide us with a new photo every year.

When is registration day?

For the 2017 season, we have three (3) registration dates available. They are not yet determined. Check our Membership page on our website for up-to-date information.

Can someone register for me?

Yes. They just need to provide your completed registration form and payment to register for you. Also, they will receive your badge(s) and receipt on your behalf.

Can I access other Pointe-Claire pools as part of my membership?

You can access any outdoor pool for free with a guest card. There is a maximum of nine visits per card/membership type.

PROGRAMMING

What are the ages for the Leaders program?

Junior Leaders are from 11-12 years old, while Senior Leaders are 13 years old or more.

STAFF

How does a member or other person apply for a position on the LHRA Staff?

Members and others can submit their resumes when hiring is open via email to info@piscinevikingpool.ca or via mail to the LHRA mailing address: 111 Viking Avenue, Pointe-Claire QC H9R 1K6.

When does the application process open for a regular season?

Hiring for the following season generally starts immediately after the completion of the preceding season and can go until the beginning of the season depending on circumstances, but our goal is to have staff completed by December of preceding year. We ask the current staff to give us their intentions for the coming season by mid-September of the preceding.

What are the requirements for hiring?

For an instructor, the entry-level position, the requirements are to have successfully passed both the Bronze Medallion and Bronze Cross courses with the Canadian Lifesaving Society. These courses are offered at many Lifesaving society-certified institutions such as the Pointe-Claire Aquatic Center. They are offered to LHRA members free of charge (except for literature and examination fees) at Viking Pool. While it is not required, it would be an asset for candidates that have the Olympic Way training for lessons instruction offered at Pointe-Claire Aquatic Center.

To be hired as a Lifeguard, candidates must have their National Lifeguard certification. This course is not offered at LHRA.

Other than these required certifications, candidates should be strong team players, have a positive attitude in all situations and above all, have a good, clean, safe sense of fun.

VOLUNTEERING

Why do we need to volunteer if we've already paid our membership?

Membership revenue collected covers mainly the cost of staffing two pools. In order to provide all the other activities and benefits of the pool, volunteers need to step up and lend a hand. Otherwise, there would be very little offered to the membership at large.

Each pool member's personal situation is different (some members work during the day, others are senior citizens, etc.), and the expectation is not that all members join the Committee or make a similarly large contribution (although it would be appreciated). Doing your part could be as simple as baking some cookies, helping to set up before an event, selling half-and-half tickets, providing a cooler with ice, timing at a swim meet, etc.

The Committee currently consists of ten volunteer members, and it simply can't do everything on its own (most work full time as well). All the volunteering effort provided by our members is vital to the running of the pool.

Last updated: January 31, 2017